

California Performance Review (CPR) required all state agencies responsible for licensing and certification activities related to people, facilities, and/or machines in California to examine their processes and procedures for the different industries the State regulates. The goal of the Licensing subcommittee is to make recommendations of positive changes that will benefit the citizens of California who use these services and for people who are licensed by the state to better access the information and resources you need. In an effort to make improvements that the public feels would be the most valuable and effective please take a few minutes to complete and fax the attached survey to (916) 650-6650.

Thank you for your time.



# LICENSING WEBSITE WORKGROUP REQUIREMENTS SUB-COMMITTEE

## Survey

Our goal is to produce a website that will meet your needs. Thank you for taking a few minutes to complete our survey.

### What type of customer are you?

- |   |  |
|---|--|
| <input type="checkbox"/> Existing Licensee                                  | <input type="checkbox"/> Ombudsman                   |
| <input type="checkbox"/> Applicant for License/<br>Registration/Certificate | <input type="checkbox"/> Press                       |
| <input type="checkbox"/> Association/Organization                           | <input type="checkbox"/> Advocate                    |
| <input type="checkbox"/> Federal Government                                 | <input type="checkbox"/> Legislator                  |
| <input type="checkbox"/> Health Care Provider                               | <input type="checkbox"/> Counties/Local Government   |
| <input type="checkbox"/> Consumer   | <input type="checkbox"/> Other DHS Program           |
| <input type="checkbox"/> Other State  | <input type="checkbox"/> Other California Department |
| <input type="checkbox"/> Industry Consultant                                | <input type="checkbox"/> Other _____                 |

### License / Registration / Certification Applicant

- | N/A                      | Yes                      | No                       |  |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were you able to find the requirements for obtaining a license/registration/certificate? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If you needed forms, were they easily available?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were you able to download and use the forms?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Would you like the ability to complete and submit an application online?                 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | If applicable, were you able to find fee requirements?                                   |

### Consumer

#### What type of information would you like to see on FDB Program(s)?

- | Importance               |                          |                          |  |
|--------------------------|--------------------------|--------------------------|--|
| High                     | Med                      | Low                      |  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Summary information by license classification      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | General information about program requirements     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Program regulations or link to regulations         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Program link to federal requirements               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Pending changes to program (regulations, policies) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Program statutes or link to statutes               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Current budget information (for program)           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Budget history                                     |

**Navigation/Ease of Use**

N/A    Yes    No

▽	▽	▽	Were you able to find the information you wanted? If no, what was missing or what information would you like to obtain?
<hr/>			
<hr/>			
▽	▽	▽	Was the information clearly presented? If no, please explain
<hr/>			
<hr/>			
▽	▽	▽	Is the website organized and made easy for you to find what you need? If no, please explain
<hr/>			
<hr/>			
▽	▽	▽	Was anything confusing on this website? If yes, please explain
<hr/>			
<hr/>			
<hr/>			
			What would make this website easier to use?
<hr/>			
<hr/>			
			What would have made your search easier?
<hr/>			
<hr/>			
			Any suggestions on how you would change the website?
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<hr/>			
<hr/>			
How many times have you visited this site in the last 12 months?			
▽	1 – 5	▽	6 – 10
		▽	10+

**What is not on the website that you would like to see?**

Importance

High/Med/Low

▽	▽	▽	Frequently Asked Questions
▽	▽	▽	Department Contact information (name, telephone number, email address)
▽	▽	▽	Links to other sites Such as: _____
▽	▽	▽	Opportunity to provide feedback about site
▽	▽	▽	Ability to submit license application including making fee payment
▽	▽	▽	Ability to register complaints about specific facilities/licensees/products
▽	▽	▽	Search features
▽	▽	▽	Website email address
▽	▽	▽	Other _____

## INTERNAL CUSTOMERS

What are the most commonly heard complaints about your website (list all that you can think of)?

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What are the most commonly heard requests for information that could be provided on your website (list all that you can think of)?

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What changes, if made, would have the biggest impact on reducing our program's workload? Could you share why for each one?

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